



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2766
PHONE: (213) 974-8301 FAX: (213) 626-5427

J. TYLER McCAULEY
AUDITOR-CONTROLLER

June 5, 2002

TO: Audit Committee

FROM: J. Tyler McCauley *JTM*
Auditor-Controller

SUBJECT: **SUNSET REVIEW FOR THE LOS ANGELES COUNTY CHILD
SUPPORT ADVISORY BOARD**

RECOMMENDATION

The Audit Committee recommend to the Board of Supervisors (Board) that the sunset review date for the Los Angeles County Child Support Advisory Board be extended to December 31, 2005.

BACKGROUND

The Family Support Advisory Board (FSAB) was established by Board Order No. 86 on May 20, 1989. On March 12, 2002, the Board approved changing the name of the FSAB to the Child Support Advisory Board (CSAB).

Originally, the FSAB's mission was to assist the District Attorney's Office and the County in upgrading family support services. In performing its duties, the FSAB:

- a. Provided input to help improve client service in the area of communications;
- b. Reviewed issues referred by the District Attorney or Board;
- c. Made recommendations to the District Attorney and the Board to improve the efficiency and effectiveness of the Bureau of Family Support Operations (BFSO);
- d. Provided quarterly reports to the District Attorney and the Board.

On July 1, 2001, the Child Support Services Department (CSSD) began operations and assumed the child support enforcement responsibilities previously performed by the District Attorney's BFSO. As a result, the CSAB continues the FSAB's original mission by now assisting the CSSD in child support services. Specifically, the CSAB will continue to work with CSSD on improving client services, collections, and customer

service, and to meet all performance standards set by the State and the federal government.

The CSAB has seventeen members, consisting of the following:

1. Two members nominated by each Supervisor
2. Director of Public Social Services or designee
3. Director of Child Support Services Department
4. Presiding Judge of the Los Angeles Superior Court
5. Director of Children and Family Services
6. Chief Information Officer
7. State Franchise Tax Board (Ex Officio)
8. California Department of Child Support Services (Ex Officio)

Members should have some familiarity with child support programs and have experience in one of the following areas:

1. Attorney familiar with family law
2. Attorney familiar with child support law
3. Business and/or financing
4. Data Processing
5. Child Support Task Force
6. Aid to Families with Dependent Children (AFDC) and non-AFDC custodial parents

Members meet at least monthly and do not receive compensation.

JUSTIFICATION

During this evaluation period, the CSAB actively participated in the transition of the District Attorney's BFSO to the new CSSD. In addition, the CSAB submitted several recommendations to the Board regarding CSSD's operations, including the request to implement the County's Customer Service Plan.

The CSAB also recommended that CSSD hire additional staff and find additional space for staff at the Call Center because the number of incoming calls had increased dramatically and the number of staff had remained the same. The CSAB remains committed to helping CSSD improve collections and customer service and to meet all performance standards set by the State and the federal government.

In addition, the CSAB established the Ombudsperson Program at CSSD to help resolve complaints by reviewing inquiries and issues and resolving them or making recommendations to resolve them prior to a complaint being filed, and by assisting custodial parties and non-custodial parents in navigating the local complaint resolution and State hearing processes.

The State has designated Orange and San Diego Counties to enter into a "Consortium" with Los Angeles, and all cases in those two counties must be moved onto the Los Angeles County's ACSES Replacement System (ARS). In the future, the CSAB will continue to handle any complications regarding the Consortium. In addition, the CSAB will continue to monitor/study CSSD operations with the goal of improving case processing/accountability, training deficiencies and the locate process (i.e., utilizing data sources, such as the Employment Development Department and the Franchise Tax Board, to find non-custodial parents and their earnings and assets). Improving the locate process is critical to increasing collections and meeting State and federal performance standards.

Please call me if you have any questions.

JTM:DR:IDC
Attachments

c: Jim Corbett, Manager, Commission Services
Lee Millen, Board of Supervisors, Executive Office
Lucy Eisenberg, Esq., Chair, CSAB

COMMISSION SUNSET REVIEW
LOS ANGELES COUNTY CHILD SUPPORT ADVISORY BOARD
REVIEW COMMENTS

Mission. (Does the mission statement agree with the Board of Supervisors' purpose and expectations?)

Stated mission is as set forth in the ordinance creating the Commission.
CONCUR

Section 1. Relevancy. (Is the mission still relevant and in agreement with the Board of Supervisors' purpose and expectations?)

With the establishment of a new Child Support Services Department (CSSD) and the State's requirement to have all counties in the State utilize one system, the mission remains **RELEVANT**

Section 2. Meetings and Attendance. (Are required meetings held and is attendance satisfactory?)

Meetings are required to be held at least monthly. Average attendance has been 12 members per meeting, based on a membership of 17. **SATISFACTORY**

Section 3 and 4. Accomplishments and Results. (Are listed accomplishments and results significant?)

The CSAB's accomplishments/results include the following:

- Advised and monitored compliance of CSSD's performance measures that were based on State and federal performance standards.
- Recommended that the Board of Supervisors authorize implementation of the CSSD's Los Angeles County Customer Service Plan. The CSAB's Customer Service Committee is committed to monitoring the implementation and efficiency of the various components of the plan.
- Recommended that CSSD hire additional staff and find additional space for staff at the Call Center because the number of incoming calls had increased dramatically and the number of staff had remained the same.
- Established the Ombudsperson Program at CSSD to help resolve complaints by reviewing inquiries and issues and resolving them or making recommendations to resolve them prior to a complaint being filed and by assisting custodial parties and non-custodial parents in navigating the local complaint resolution and State hearing processes. **SIGNIFICANT**

Section 5. Objectives. (Are the objectives compatible with the mission and goals and relevant within the current County environment?)

The State has designated Orange and San Diego Counties to enter into a "Consortium" with Los Angeles, and all cases in those two counties must be moved onto the Los Angeles County's ACSES Replacement System (ARS). In the future, the CSAB will continue to handle any complications regarding the Consortium. In addition, the CSAB will continue to monitor/study CSSD operations with the goal of improving case processing/accountability, training deficiencies, and the locate process (i.e., utilizing data sources, such as the Employment Development Department and the Franchise Tax Board, to find non-custodial parents and their earnings and assets). Improving the locate process is critical to increasing collections and meeting State and federal performance standards. **RELEVANT**

Section 6. Resources. (Are the resources utilized by the entity in support of the entity's activities warranted in terms of the accomplishments and results?)

The CSAB does not have its own budget. Support costs, such as miscellaneous supplies and parking, are charged against the Board of Supervisor's operating budget. **WARRANTED**

Section 7. Recommendation.

EXTEND THE SUNSET REVIEW DATE FOR THE CHILD SUPPORT ADVISORY BOARD TO DECEMBER 31, 2005.

ATTENDANCE RECORD

Average Attendance per Meeting - - - - -	12.2
--	------